



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Assistant School Education Service Manager, Schools of Media & Communication and Design, Faculty of Arts, Humanities and Cultures,



Salary: Grade 6 (£27,025-£32,236 p.a.)

Reference: AHCSE1063

Closing date: 22 July 2019

Interview Date: 29 July 2019

Full-time, Ongoing

We will consider job share and flexible working arrangements

Student Education Service Officer / Assistant School Assistant School Education Service Manager Schools of Media & Communication and Design

Are you a well organised and adaptable individual, with experience of providing administrative support for student education practices and processes? Do you have leadership potential and the desire to play a key role in embedding Student Education Service standards and delivering an excellent student experience?

Supporting the School Education Service Manager (SESM) you will ensure an effective Student Education Service, aligned to School, Faculty and University strategic plans and, in the absence of the SESM, manage the day-to-day running of the Student Education Service within the School of Media & Communication and the School of Design.

Working independently you will lead on Student Support across the two schools. This not only involves ensuring that students in distress get the most appropriate support, but also leading on initiatives to improve student wellbeing and facilitate student voice. You will also work with the Faculty Student Support team on projects and initiatives to enhance the student experience.

Possessing excellent interpersonal and communication skills, you will demonstrate an enthusiasm and commitment for delivering a high level of support for students and staff and an awareness of the key challenges in the Higher Education sector. You will have effective networking skills and the ability to build positive working relationships at all levels.

What does the role entail?

As an Assistant Student Education Service Manager, your main duties will include:

- Leading and coordinating practices and processes for the Schools in the functions in which you will be working
- Supporting the development of a consistent, high quality, customer-service oriented Student Education Service, contributing significantly to the set-up and development of Student Education processes;
- Facilitating effective working relationships and information flow within the Schools, and with other Schools and Central Services, actively participating in



the appropriate function meetings and team events and encouraging the sharing of best practice;

- Supporting the SESM in looking for ways to resolve or mitigate complex problems, negotiating and gaining support from relevant managers and team members;
- Developing and maintaining knowledge of the function(s) in which the role holder is working; keeping up to date with institutional developments and supporting their timely adoption within the Faculty and School;
- Providing day-to-day team supervision and coordination, ensuring consistent practices, a high quality delivery and effective resourcing and deployment to meet fluctuations in workload.
- In conjunction with the SESM supporting the effective recruitment, induction and probation, management, training and development of the School team in conjunction with the School Education Service Manager

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As an Assistant Student Education Service Manager, you will have:

- Significant experience in providing effective administrative support for student education practices and processes, with evidence of an awareness of the key challenges in the Higher Education sector;
- Significant experience and knowledge in Student Support or Student Engagement.
- An enthusiasm and commitment for delivering an exceptional student experience, with experience in reviewing and improving processes and the ability to develop and embed standards;
- Excellent communication skills, with the ability to clearly articulate complex information, including policies and procedures, modifying your approach to suit different audiences;
- The ability to work effectively in a team environment and experience of providing direction and support to team members, prioritising and delegating tasks amongst the team and monitoring achievement;
- A flexible approach, with excellent organisational, planning and time



management skills, with the ability to adapt priorities to meet deadlines and conflicting demands across the service as peak workloads require;

- Strong judgment and initiative with the ability to effectively interpret and apply policies and procedures, understand and solve problems, and make suggestions for improvements;
- Effective networking skills, with experience of participating in networks and improvement initiatives and the ability to build positive working relationships at all levels and effectively influence and negotiate to achieve desired outcomes;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- Excellent accuracy and attention to detail;
- Evidence of a commitment to continuous professional development.

As an Assistant Student Education Service Manager, you may also have:

- Experience of using information management systems, for example Banner.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Judith Simpson, School Education Service Manager

Tel: +44 (0)113 343 33445 (Media & Communication) / +44 (0)113 343 3749 (Design)

Email: j.m.simpson@leeds.ac.uk.

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our [Working at Leeds](#) information page.



Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position, however, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information.

